A COMMON LANGUAGE FOR social sustainability





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FOREWORD

Our built environment has always shaped the lives of people.

But in recent years, we've begun to recognise that the built environment is also a powerful force for positive social change.

While our understanding of sustainability initially focused on economic and then environmental sustainability, we now see that social outcomes are inextricably linked to the long-term sustainability of businesses and the communities they serve.

As advances in technology and changing social values intensify the scrutiny on corporations, all property companies, large and small, must demonstrate their social licence to operate.

When we get it right, our built environments are vibrant, diverse and teeming with cultural capital. They are not only valuable assets, but valuable pieces of community infrastructure.

In fact, we strengthen environmental, economic and governance outcomes when we also consider the social capital of our communities.

Our industry not only creates buildings and communities. It also has a significant influence across a large supply chain. This places us in an extraordinarily powerful position to do well by doing good.

The Property Council is determined to lead the conversation about social sustainability in Australia's property industry.

Our goal is to create a shared commitment to social sustainability. And that starts by establishing a clear understanding of what social sustainability means - to the property industry, to our communities and to the people at their heart.

SUSAN LLOYD-HURWITZ NATIONAL PRESIDENT Property Council of Australia

KEN MORRISON CHIEF EXECUTIVE Property Council of Australia

Property is Australia's biggest industry

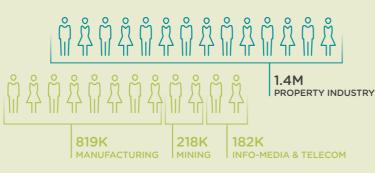
13% OF AUSTRALIAN GDP

\$202.9 BILLION

The **property** industry is Australia's biggest employer

1.4 MILLION JOBS

MORE THAN MINING AND MANUFACTURING COMBINED



Property touches the lives of all Australians

MORE THAN **1 IN 4** PEOPLE

DERIVE THEIR WAGE FROM THE PROPERTY INDUSTRY DIRECTLY OR INDIRECTLY

Property secures your future



HAVE A FINANCIAL STAKE IN PROPERTY THROUGH THEIR SUPER FUND



SETTING THE SCENE

Around the world, governments, institutional investors, individual consumers and entire communities are demanding more from businesses than ever before.

A host of global issues – rapid urbanisation, climate change, resource depletion and rising inequality – are driving companies to re-consider their impact on communities and to re-examine the way they do business.

The Paris Agreement on climate change and the United Nations' 17 Sustainable Development Goals (SDGs) both underscore the interconnected global market place, and our shared responsibility to all the world's citizens. Both climate change and the SDGs are influencing the way businesses operate and the types of investments available to them.

At the same time, governments around the world, notably the United Kingdom and Australia, are legislating to address modern slavery which will place greater scrutiny on supply chains and elevate the issue of human rights in corporate boardrooms. In a world in which information can be shared instantly, and where consumers are more engaged and educated than ever before, companies are responding with an unprecedented level of transparency.

This phenomenon is reflected in the growth of investment benchmarks, such as the Global Real Estate Sustainability Benchmark, or GRESB, the Dow Jones Sustainability Index and the CDP Climate A List. It is also evident in the rapidly-rising number of companies that now report against the Global Reporting Initiative's framework.

Investors are increasingly making financial decisions based on transparency, disclosure and corporate social responsibility, because they understand that nonfinancial issues can rapidly become financial risks, and because they have broader mandates beyond pure investment returns. The property industry's response to the challenge of climate change is well documented – with GRESB naming Australia's real estate market the world's greenest for seven years in a row. The industry is now looking beyond carbon emissions and energy to a host of broader sustainability factors.

As community values reshape companies and entire industries, the property industry is stepping up.

The property industry is responsible for creating the places in which people live, work and play. The industry's leaders have a deep responsibility and unique opportunity to improve people's health and wellbeing, enhance communities and culture, foster diversity, equity and inclusion, while also delivering long-term economic outcomes.

In fact, we understand that enhancing social sustainability and creating shared value is an essential component of economic sustainability.

COMMON DEFINITIONS BY CATEGORY

As the importance of social sustainability grows, businesses are increasingly considering the impact of their product or service on the community.

However, the absence of a common and well-defined lexicon of social sustainability terms can add a level of complexity to already complicated decisions, activities and impacts.

Where there is a variety of terms and usages of different words, those words can become meaningless, and hamper the efforts of businesses that are genuinely leading the charge.

To help address this in the property sector, the Property Council has developed a glossary of commonly used terms and their meanings. The glossary will help companies across the industry to communicate social sustainability activities and impacts with stakeholders, and make meaningful comparisons between initiatives.

WHAT IS SOCIAL SUSTAINABILITY?

Social sustainability is essentially the 'people' component of the triple bottom line.

The property industry has a central role to play in sustainable development, and in the delivery of social sustainability outcomes – both in communities and along the length of its supply chain.

Social sustainability combines the design of the physical realm with design of the social world (including social infrastructure) to support social and cultural life, social amenities, systems for citizen engagement and spaces for people and places to evolve.

Communities that are socially sustainable are equitable, diverse, connected and democratic – and they provide a good quality of life for all those who reside in them.

HOW TO USE THIS DOCUMENT

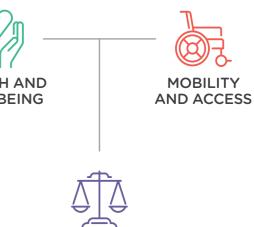
This document provides definitions under five broad themes:

CULTURE AND COMMUNITY

> HEALTH AND WELLBEING



The case studies found throughout the document have been chosen to demonstrate social sustainability in action. The logos accompanying each case study provide a handy reference of how each case study aligns with the five themes.



ECONOMIC

OUTCOMES



CULTURE AND COMMUNITY

A community is a group of people who are linked by geography, social ties or networks. Many communities are defined by geographic proximity and connection to place, while others are 'communities of interest' that share beliefs, values, perspectives, pursuits or identities.

Communities may connect through responsibility, influence, proximity, dependency or representation. They may be positively characterised by mutual tolerance, reciprocity, trust and social capital arising from the experience of belonging.

In a business context, 'communities of interest' may include neighbours, investors, shareholders, customers, suppliers, employees, unions, regulators and competitors.

anything in return. A charitable

CHARITABLE GIVING

contribution is a one-off reactive donation (such as an emergency response), that is usually tax deductible. While worthwhile, charitable giving may not necessarily align with a company's community investment strategy.

The act of giving money or other

organisations without expecting

items of value to charitable

CLOSING THE GAP

This phrase is used most regularly in the context of Indigenous Australians, and refers to the Australian Government's 'Closing the Gap' strategy which aims to reduce disadvantage among Aboriginal and Torres Strait Islander people with respect to life expectancy, child mortality, access to early childhood education, educational achievement and employment outcomes.

COMMUNITY ENGAGEMENT

A planned process with the specific purpose of working with identified groups of people, whether they are connected by geographic location, special interest, affiliation or identity, to address their wellbeing, gain their input or work together to reach a common outcome.

COMMUNITY INVESTMENT

Long-term strategic programs or partnerships that address social issues chosen by a company that deliver shared value to both that company and society.

COMMUNITY PARTNERSHIP

A collaborative body of individuals and organisations working together on a common goal or issue of importance to the community. Characteristics of a community partnership include shared responsibilities, privileges and power.

COMMUNITY SPONSORSHIP

Financial or in-kind support for events and activities that help a community while raising the profile and image of the sponsoring company.

CULTURE

The way of life, especially the general customs and beliefs, of a particular group of people at a particular time.

DIVERSITY

Acknowledgement that each individual is unique, and valued for those individual differences. Diversity encompasses dimensions of race, ethnicity, gender, sexual orientation, socio-economic status, work experience, educational background, marital or parental status, income, age, physical abilities, geographical location, religious beliefs, political beliefs or other ideologies.

INDIGENOUS SUPPLIERS

A supplier or business that is majority owned by an Indigenous Australian, or a majority-owned Indigenous business, according to Supply Nation.

PLACE MAKING

A process that reveals and responds to the location, culture and people that gives each place its unique value and authentic qualities.

RECONCILIATION

Broadly, when former enemies agree to an amicable truce. In Australia, reconciliation is specifically defined as unity and respect between Aboriginal and Torres Strait Islander people and non-Indigenous Australians.

RECONCILIATION ACTION PLAN

According to Reconciliation Australia, these are practical plans of action built on relationships, respect and opportunities that create social change and economic opportunities for Aboriginal and Torres Strait Islander Australians. **Reconciliation Action Plans provide** a framework for organisations to realise their vision for reconciliation.

RESILIENCE

The capacity of communities and their members to survive, adapt and grow, regardless of the chronic stresses and acute shocks imposed by the economy or natural environment.

SHARED VALUE

A business principle developed by Harvard Business School's Michael Porter and Mark Kramer, which involves businesses generating competitive economic value in a way that also creates value for society by solving social problems.

SOCIAL INCLUSION

Creating conditions for equal opportunities for all. Social inclusion demands that all individuals can secure a job. access services. connect with their community and have their voices heard. It means that all people have the best opportunities to enjoy life and do well in society.

The GPT Group charts a course towards reconciliation

The GPT Group's first Reconciliation Action Plan (RAP), launched in October 2015, formalised the company's commitment to First Nations Australians. The RAP outlines the actions, timelines and targets that will work to improve the lives of the Traditional Custodians of the land and foster trust and respect with First Nations people. Since then, GPT has employed First Nations university students through the CareerTrackers Indigenous Internship Program, established new commercial relationships with First Nations suppliers, and held quarterly meetings with its First Nations Advisory Group to gain cultural advice and strategic support. Recognising the important role that asset owners play in placemaking, GPT has flown First Nations flags at Australia Square during special celebrations and public displays acknowledging the Traditional Custodians are in place at many of GPT's assets around the country.

Many companies in the industry have developed RAPs, including:

- + Lendlease
- + Mirvac
- + Stockland

+ The GPT Group

Investa's Abseiling for Youth program delivers a social dividend

Each year Investa challenges everyday people to abseil from the top of one of its buildings to raise money for young Australians struggling with addiction, mental illness, homelessness or unemployment. The annual Abseil for Youth event brings together hundreds of people passionate about experiencing life to the fullest, while raising funds for the Sir David Martin Foundation youth drug and alcohol rehabilitation facility, Triple Care Farm. Each year, Triple Care Farm helps more than 100 young people make lasting and sustainable life changes, giving them hope and opportunity for the future. Over the past seven years Investa has raised close to \$1.8 million through Abseil for Youth. While the cost of the program is \$27,000 per person, research has found that every \$1 invested into Triple Care Farm delivers \$3 of social return, supporting young people, families, friends and the community.

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City of Sydney and Lendlease deliver Darling Exchange Library

As Lendlease's revitalisation of Darling Harbour takes shape, the population is forecast to grow by 4,200 new residents and 2,500 workers. To enhance the liveability and access to amenities for this growing community, Lendlease and the City of Sydney have struck a deal which will deliver a new state-of-the-art library. The striking circular building, designed by Japanese architect Kengo Kuma, will be built by Lendlease at Darling Square and provided as a public benefit through a 99-year lease to the City. The building will include two levels of contemporary library space, including a makers' space, flexible rooms for seminars and workshops, technology to support entrepreneurs and innovators, and a commerciallyoperated childcare centre, subject to planning approval. The facility will also deliver an Innovation Exchange Program for creative start-ups. Throughout history, public buildings have brought the community together, and the new Darling Exchange is positioned to become a vibrant heart for the local community.





ABSEILING FOR YOUTH

Mirvac's 'profit-forpurpose' café enriches community

One woman in Australia dies each week at the hands of a current or former partner. But The Song Kitchen, a new joint venture between Mirvac and YWCA, aims to address this sobering statistic. Mirvac's new café, located at 200 George Street, provides highquality café and catering services to Mirvac's employees and visitors, with 100 per cent of profits channelled into services for women and children experiencing domestic violence in New South Wales. In 2018 the café is on track to meet its anticipated profit of \$100,000, which will provide the equivalent of 600 nights' accommodation in a refuge. The café is the first thing visitors sees when they walk into Mirvac's headquarters, which reinforces the company's support for YWCA NSW and its work to tackle domestic violence. The Song Kitchen is a component of the building's GOLD WELL Certification under 'nourishment' and aligns with Mirvac's broader sustainability pillar, 'enriching communities'.



Arts Brookfield curates city spaces

Arts Brookfield, the cultural arm of Brookfield Property Partners, presents exciting, world-class cultural experiences to hundreds of thousands of people for free each year in both indoor and outdoor public spaces at Brookfield's premier properties. These range from pop-up art exhibitions and fashion parades to theatre, dance and music festivals. These events are designed to inspire and intrigue - from five giant inflatable rabbits that illuminated the night, an art show for dogs, or a series of giant musical swings. Arts Brookfield brings public spaces to life

through art.

Reverse Garbage and AMP Capital educate the community

Reverse Garbage was established in 1975 by a group of teachers and community workers who were determined to help the environment by diverting industrial discards from landfill and by reusing materials in their classrooms. Marrickville Metro, an AMP Capital asset, has partnered with the group to provide a platform to educate the community, though in-centre workshops for kids and adults, in-centre displays using recycled materials and a collection point for bottle tops. The workshops not only promote the recycle message, but teach life skills and emphasise the importance of working together as a community to create something new. The partnership has been leveraged with the donation of marketing displays and furniture, as well as shop fixtures and fittings, which raises more funds and diverts more items from landfill.



Scentre Group creates safe, inclusive workplaces

Fifty-six per cent of lesbian, gay, bisexual, transgender and intersex (LGBTI) employees have experienced negative comments in Australian workplaces and 44 per cent fear coming out at work. Scentre Group is committed to ensuring all its employees are safe to bring their whole self to work. In 2017, a new working group and support network - called Left, Right and Scentre - released an action plan and called for allies to champion an inclusive environment. Scentre Group teams proudly wore purple and hosted morning teas to celebrate Wear It Purple Day, showing their support for the LGBTI community every day.

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Vicinity Centres connects unemployed youth with retailers

The retail sector is often an entry point for young people into the workforce. Over the past year, several of Vicinity's shopping centres have hosted successful job fairs to connect local youth with available roles with retailers. Among them has been the Northland Shopping Centre job fair, which attracted around 500 potential job seekers in 2016. Retailers collected more than 180 applications. While the event targeted youth employment, it also improved youth engagement with the centre.

In 2017, the centre expanded the initiative with an Employment Week in partnership with the Northland Youth Centre. Job skills workshops and seminars were held at the centre to prepare local job seekers before they connected with retailers at a two-day jobs fair. The workshops focused on topics such as resumé building, interviewing techniques, job searching and personal branding. More than 1,700 people from the local community took part, as well as 40 retailers, with 30-plus people gaining employment.



Scentre Group shines a spotlight on domestic violence

One Australian woman is killed every week by a current or former partner. Domestic and family violence is the principal cause of homelessness for women and their children, and one in three victims of family violence is male. Scentre Group launched a dedicated domestic violence policy for its employees in 2016, and has expanded this to support community groups committed to preventing domestic and family violence. A program of volunteering opportunities in support of people affected by domestic violence was established in 2017, with staff encouraged to use their volunteer leave to participate. Most of the opportunities were for groups, providing an ideal team-building activity for employees.





HEALTH AND WELLBEING

Abundant research confirms that the design of our built environments influences our health and wellbeing. Most people spend 90 per cent of their time indoors, which means buildings designed with fresh air, natural light, connections with nature and harmonious spaces are better places for people. More broadly, how we design our precincts and cities – from walkable streets to green spaces – influences the long-term health and wellbeing of our citizens.

FOOD SECURITY

When all people, at all times, have physical, social and economic access to sufficient, safe and nutritious food that meets their dietary needs and food preferences for an active and healthy life, as defined by the United Nations' Food and Agriculture Organisation. Food security has four interrelated elements: availability; access; utilisation; and stability.

HEALTH

A state of "complete physical, mental and social wellbeing and not merely the absence of disease of infirmity", as defined by the World Health Organisation.

INDOOR ENVIRONMENT QUALITY (IEQ)

The key components that influence the health, comfort and wellbeing of building occupants. IEQ is determined by many factors, including air quality, lighting and views, acoustic and thermal comfort, radiation, décor, amenity, layout and ergonomics.

LIVEABILITY

The sum of factors that add up to a community's quality of life – including the built and natural environments; economic prosperity and affordability; social diversity, stability and equity; educational opportunity; cultural, entertainment and recreation. Other factors influencing community liveability include: amenities; connection or sense of belonging; sense of safety; education provision; support for personal health; resilience and citizenship.

SAFETY

The condition of being protected from or unlikely to cause danger, risk or injury.

WELL

A global rating tool that assesses the health and wellbeing in buildings.

WELLBEING

A measure of a person's quality of life, that is connected to their sense of happiness, relationships, emotional resilience, life satisfaction and realisation of their personal potential. Health, employment, financial resources, standard of living and sense of community are all contributing factors to wellbeing.

WORK HEALTH AND SAFETY ACT (WHS ACT)

A legislative framework to protect the health, safety and welfare of all people while at work, as well as the health and safety of those people who may be affected by the work, including the general public. In 2011, a set of national WHS laws were developed. For these 'model' laws to take legal effect, the federal, state and territory governments were required to separately implement them as their own laws.

Stockland supports healthy eating with Jamie's Ministry of Food

Obesity is one of Australia's biggest public health challenges with more than two-thirds of Australian adults and a quarter of Australian children and adolescents either obese or overweight. Stockland has helped more than 3,660 residents, customers and local community members engage in activities to change their behaviour through hands-on cooking programs, while fostering intergenerational interaction and social connections.

Partnering with Jamie's Ministry of Food, Stockland has provided cooking classes at a permanent kitchen at its Wetherill Park shopping centre, and has hosted mobile kitchens around the country.

Retirement village residents have taken part in Jamie's Ministry of Food cooking demonstrations, as well as Jamie Oliver's 'Learn Your Fruit and Veg' program with grandchildren during school holidays. Independent evaluations conducted by Melbourne University and Deakin University found the program increased cooking confidence, knowledge and attitudes towards healthy eating, and encouraged healthier cooking and eating in the home.

The evaluations found participants at both the permanent and mobile kitchens increased their vegetable consumption by over half a serve each day.

Green Star cares for construction workers' mental health

According to Mental Health in the Construction Industry, a report prepared by the University of Melbourne on behalf of Mates in Construction, construction workers take their lives at a rate 1.7 times higher than other male workers. To combat this tragic statistic, the Green Building Council of Australia has introduced a new credit. Responsible Construction Practices, into the Green Star rating system. To meet the requirements of this credit, project teams must provide training, including mental and physical health and wellbeing programs, to improve conditions for workers on site. The new Green Star credit also offers an economic incentive. Research published in the International Journal of Environmental and Public Health in March 2017 found the economic cost of suicide and non-fatal suicide behaviour in Australia was an estimated \$6.73 billion, but that every dollar invested in workplace strategies to address suicide can deliver as much as \$3.07 in return.

Stockland inspires healthy and active ageing

According to the Australian Bureau of Statistics, people aged 65 and over have the lowest participation rate in physical activity in the country, with just 47 per cent engaging in regular exercise. Just 17 per cent are involved in organised sport. In March 2016, Stockland announced a new partnership with Bowls Australia to help boost the health and wellbeing of more than 11,000 residents living in its retirement villages. Under the three-year partnership, Stockland works with Bowls Australia to encourage residents to participate in social and competitive lawn bowls, coaching clinics, and free health and wellbeing seminars. In its first year of operation, the partnership delivered six competitions and 13 coaching clinics. A third of participants were exposed to bowls for the first time, and 95 per cent said they enjoyed the experience, with 90 per cent agreeing they felt more connected to their friends and community.









AMP Capital, Investa and OzHarvest provide healthy food for those in need

Up to \$10 billion worth of food is sent to landfill in Australia each year, while more than 100,000 Australians are experiencing homelessness and irregular meals.

AMP Capital and Investa have ongoing partnerships with OzHarvest, a non-denominational charity that rescues excess food and distributes it to charities supporting the vulnerable in Sydney.

AMP's Marrickville Metro supermarkets donate food daily and a dedicated area within the loading dock, featuring dedicated fridges, facilitates the process.

Meanwhile, Investa CEO Jonathan Callaghan, took part in OzHarvest's CEO Cook Off in 2017, joining 125 CEOs and 40 chefs who rolled up their sleeves to create, serve and share a meal with over 1,000 vulnerable Australians. Investa raised more than \$15,000 for this worthy cause.



Frasers Property Australia links sustainability and wellbeing

Frasers Property Australia's new headquarters in Rhodes Corporate Park has has achieved a WELL GOLD rating. The \$9.8 million office fitout, comprising 3,700 sqm spread across two levels, is one of the first in Australia to target both a 6 Star Green Star rating from the Green Building Council of Australia and WELL certification from the International Well Building Institute.

Among the measures designed to boost health and wellbeing are: a significant air conditioning upgrade, 30 per cent sit-to-stand desks and a range of high-quality breakout and private working spaces. Health and nutrition is prioritised with daily fruit and vegetables available, a wellness library, end-of-trip facilities, and reimbursements and subsidies for some structured fitness programs and activities.

Staff IEQ satisfaction scores have dramatically improved following the move into the new fit-out, increasing by 56 per cent for overall health and productivity, by 64 per cent for indoor air quality, and by 77 per cent for spatial comfort.

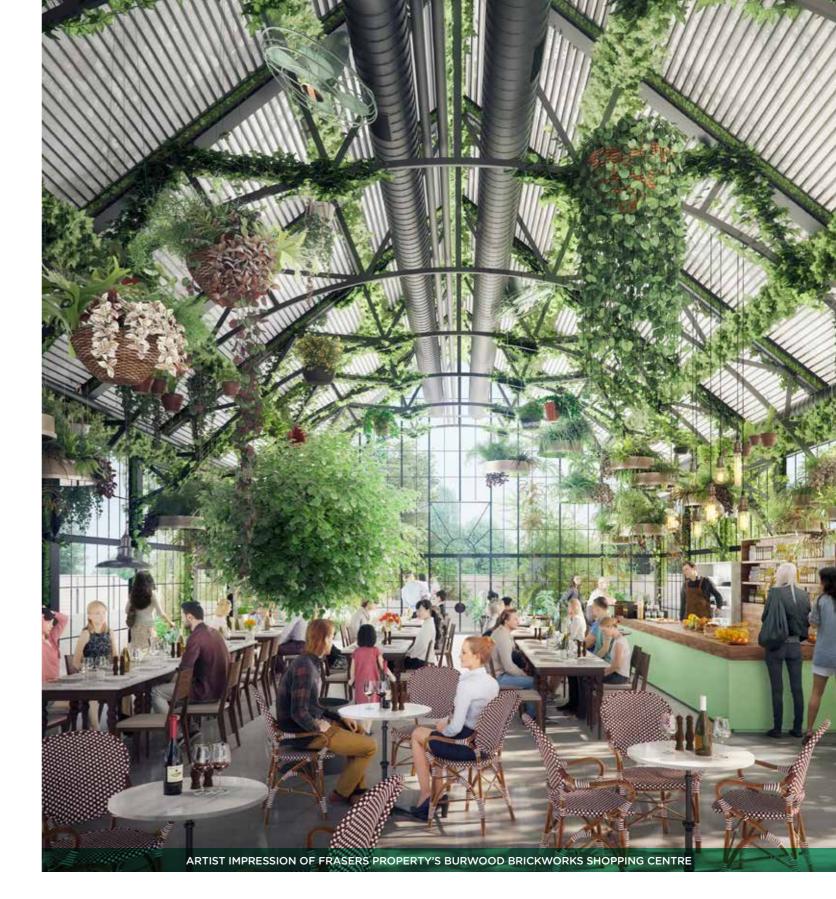


Dexus delivers healthy spaces with end-of-trip facilities

End-of-trip facilities encourage people to embrace healthy living and sustainable habits. They are also a future-proofing strategy for owners to retain tenants and secure new ones. A recent survey of 280 tenants by commercial property manager Colliers International found tenants valued bicycle parking and end-of-trip facilities above car-parking.

At Grosvenor Place in Sydney, co-owners Dexus, Mirvac and Arcadia unveiled deluxe end-oftrip facilities. The 'Camerino', or dressing room in Italian, features full air-conditioning, 30 showers, more than 500 lockers and space to park 170 bicycles. Each private shower room features a full-length mirror and splash-protected power outlet to charge smartphones. 'Grooming stations' include hair dryers and straighteners. The change rooms house fresh towels and luxe leather seats, giant screens streaming news, sport and weather, as well as an ironing station, dry cleaning service, shoe polishing machine, and a bicycle repair station. Camerino is described as "a place to dress for the theatre as much as showering after a cycle commute".

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Frasers Property Australia builds an urban farm

The Burwood Brickworks Shopping Centre in Melbourne's eastern suburbs may be under construction, but once complete it will be home to one of Australia's largest urban agricultural farms. The farm will be a place where residents and children can grow produce, with organic waste from the shopping centre's supermarket used as compost. Nearly 100 schools are within a 15-minute drive of the shopping centre, and Frasers Property Australia is looking at how to turn the farm into an educational facility that teaches healthy eating, connects school children with food production and reduces the centre's food miles.





MOBILITY AND ACCESS

Physical and non-physical barriers within the built environment can restrict freedom of movement and choice for a significant number of people, limiting their quality of life and ability to form enriching connections with the community.

ACCESSIBILITY

The ability of everyone to access, use and benefit from all aspects within their environment. The goal of accessibility is to create an inclusive society for all people, regardless of their physical, mobility, visual, auditory or cognitive abilities.

DISABILITY DISCRIMINATION ACT

The national Disability Discrimination Act 1992 provides protection for everyone in Australia against discrimination based on disability. Disability discrimination occurs when people with a disability are treated less fairly than people without a disability, or when people are treated less fairly because they are relatives, friends, carers, co-workers or associates of a person with a disability.

LIVABLE HOUSING AUSTRALIA (LHA)

A voluntary partnership between community and consumer groups, government and industry that champions the mainstream adoption of inclusive design principles in all new homes built in Australia.

LIVABLE HOUSING GUIDELINES

Developed by LHA, these guidelines outline the design elements that ensure a home is easy to access, navigate and live in, as well as more cost-effective to adapt when life's circumstances change. Three levels of certification - Silver, Gold and Platinum - indicate how a home meets the needs of all Australians, from older people looking to age in place to families with young children, and from people who sustain a temporary injury to those with a permanent disability.

UNIVERSAL DESIGN

The design and composition of an environment so that it can be accessed, understood and used to the greatest extent possible by all people regardless of their age, size, ability or disability.



Lendlease designs with dignity in mind

One in five Australians live with a disability that restricts their mental, sensory or mobility functions. While a sustainable community is one in which all people feel connected and included, many places are designed with only the able-bodied in mind. Lendlease, in collaboration with the Australian Network on Disability, developed the Design for Dignity Guidelines which set out core principles of inclusive design. These principles form a fundamental part of Lendlease's voluntary commitment to accessibility and inclusion at Barangaroo South, and were initially showcased in Westpac's commercial spaces in Tower 2 at International Towers Sydney. The Guidelines, which have since been referenced in the suite of Green Star rating tools, were launched in May 2016. Taking accessible design beyond compliance, Lendlease has created a set of principles to help developers and designers consider the needs of people with visual, mobility or cognitive conditions, as well as older Australians and those with young children. There is also a sequel focusing in accessible design for retail spaces.



Stockland encourages social inclusion through play

On the International Day of People with a Disability in 2017, Stockland opened a new accessible playground at its Sienna Wood community in Western Australia. Livvi's Place at Shipwreck Park was designed in collaboration with the Touched by Olivia Foundation, the City of Armadale, local schools and community groups. This collaborative approach has created a playground that supports children of all abilities to play together, including those with physical disabilities, vision, hearing and mobility impairments, as well as spectrum disorders such as autism. Livvi's Place spans six hectares and features a 30-metre shipwreck surrounded by rocks, sand and shipping cargo. With one in five Australians living with a disability, inclusive playgrounds like Livvi's Place provide accessible, fun and stimulating play areas and celebrate the ability all children and their carers.



LIVVI'S PLACE IS AN ACCESSIBLE PLAY AREAS FOR ALL CHILDREN

AMP Capital's Bayfair **Shopping Centre leads** accessibility

AMP Capital's Bayfair Shopping Centre, in Tauranga, is recognised as the most accessible shopping centre in New Zealand. Bayfair was the first centre in New Zealand to undertake Be. Accessible's accessibility assessment, securing the top platinum rating. It was also the first shopping centre to install parking spaces for companion dogs, and charging facilities for mobility scooters. All customer service staff have been trained in sign language; a video for deaf and hearing-impaired visitors has been made in collaboration with Deaf Aotearoa; audible messaging has been installed in the lifts, and signs in the car parks direct shoppers towards accessible parks. Other improvements have included access-friendly updates to the website, ensuring all images and photos on the website have alternative text.



The GPT Group presents Sensitive Santa

In Australia, around one in 100 people are diagnosed with autism spectrum disorder (ASD) - which is almost 230,000 Australians. For parents of children with autism, the annual Christmas ritual of meeting Santa Claus and getting a photo on his knee can be too much to bear, but the 'Sensitive Santa' ensures no one misses out. The GPT Group provides families the opportunity to meet Santa Claus at one of its many shopping centres. Families can book during certain times - which means no queues or sensory overload - and have their child or children photographed with Sensitive Santa in an autismfriendly environment.



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Stockland champions accessible design

By 2050, a guarter of Australians will be over 65, and the demand for retirement living is expected to boom as older Australians look for affordable, accessible housing options that enable them to remain within their communities. The Livable Housing Design Guidelines, created in partnership with industry and government, outline 16 features that make homes easier to access, navigate and live in, as well more cost-effective to adapt when life's circumstances change. Stockland designs each of its retirement living villages to meet the Livable Housing Design Guidelines' Silver standard. By meeting best practice benchmarks for livability, Stockland's developments support residents to age in place and enjoy active, productive and rewarding lives.



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EQUITY AND FAIR TRADE

The design of our built environments reflects the values shared by its citizens.

Where equity thrives, so does social cohesion, resilience and respect.

A COMMON LANGUAGE FOR SOCIAL SUSTAINABILITY

AFFORDABLE HOUSING

Housing that is appropriate for the needs of a range of very low to moderate income households and priced so that these households are also able to meet other basic living costs such as food, clothing, transport, medical care and education. Housing stress generally occurs when housing cost relative to household income exceeds 30 per cent of the weekly household income, according to Housing NSW.

EQUITY

Equal access to community resources and opportunities. No individuals or groups of people should be asked to carry a greater social or environmental burden than the rest of the community. Equity implies fairness in the distribution of gains and losses, and the entitlement of everyone to an acceptable quality and standard of living.

FAIR TRADE

An approach to business that develops better trading conditions for all enterprises in the supply chain through fairer prices, ethical treatment of employees, and environmentally sustainable practices. The Fairtrade Standard, for example, was designed to support the sustainable development of small producer organisations and agricultural workers in the world's poorest countries.

HUMAN RIGHTS

Recognition of the inherent value of each person, based on principles of dignity, equality and mutual respect.

LABOUR CONDITIONS

A broad range of issues which includes working time (hours of work, rest periods and work schedules) remuneration, as well as the physical conditions and mental demands that exist in the workplace, according to the International Labour Organisation.

SOCIAL HOUSING

Rental housing provided by not-for-profit, non-government or government organisations to assist people who are unable to access suitable accommodation in the private rental market. According to Housing NSW, social housing includes public, Aboriginal and community housing, as well as other housing assistance products such as bond loans. The system was developed in the 1940s for working families with low incomes. Today the system supports a different demographic - the most vulnerable people in our community who need a safety net.

SOCIAL RESPONSIBILITY - ISO26000

An international standard that measures how businesses and organisations can operate in a socially responsible way.

The GPT Group supports homeless youth through social enterprise

Of the estimated 105,000 Australians who are homeless each night, around 44,000 are aged 25 years and under. To tackle this problem, The GPT Group established a long-term partnership with STREAT, a social enterprise that provides training, support and employment to youth experiencing homelessness and disadvantage. In 2010, STREAT opened a coffee cart in GPT's Melbourne Central shopping centre. GPT helped STREAT develop the cart concept, providing some financial assistance and in-kind support, such as business and marketing expertise. The original three-month trial offered training, work experience and employment to dozens of young homeless people. By 2013, GPT and STREAT transformed the cart into a full-service café. Today, trainees learn to prepare and serve food and coffee, and are offered a suite of qualification programs. What's more, GPT has helped a start-up business venture evolve into a long-term tenant.



AMP Capital and ISPT encourage ethical cleaning contracts

Around Australia, irresponsible contracting and employment practices, unreasonably low contract prices and very low profit margins have led to high levels of industrial non-compliance in the cleaning industry. The result has been exploitation of vulnerable workers, particularly those from non-English speaking backgrounds. AMP Capital and ISPT are founding supporters of the Cleaning Accountability Framework (CAF), a collective of property investors, owners and managers, cleaning companies, employee representatives and industry associations that supports responsible contracting practices. CAF helps real estate owners and investors manage risk, assists tenants by ensuring they benefit from quality cleaning services free from unethical conduct, and aims to improve the employment conditions of cleaners. The CAF certification scheme incorporates fair contracting principles and decent labour standards in the cleaning supply chain. CAF works directly with cleaners and their workplace representatives to ensure that CAF standards are being met, identifying where practices need to be changed, and recognising and rewarding best practice through use of a star

rating system.

Mirvac inspires construction in the classroom

The construction industry employs more than one million Australians - but we'll need many more skilled employees to keep pace with Australia's growth. Engaging with local schools not only develops strong local ties with the community, but taps into the workforce of the future. Mirvac Kids' Construction Classroom program works with local schools, students and parents to spark young learners' interest in construction. Students gain insights into careers in construction, life on a construction site, the importance of safety, and the value the construction industry delivers to their local community. Classrooms have access to tailored resources, and site tours give them hands-on learning opportunities.







PIF HOUSE PROGAM IN SYDNEY'S BLACKTOWN

Frasers Property Australia builds homes for homeless youth

Nearly half of all homeless Australians are young people. But the property industry can make a real difference to this statistic. Since it was established in 1996, the Property Industry Foundation (PIF) has distributed \$15 million to build safe accommodation and to support charities delivering programs for homeless and at-risk youth. The PIF House Program aims to build 125 bedrooms over the next five years to support disadvantaged young people. Frasers Property Australia is one of many PIF champions, and has recently constructed a five-bedroom PIF House in Sydney's Blacktown. Frasers Property has adjacent developments under construction, and the PIF House Program is a chance for some of the company's young talent to manage their first projects. Frasers Property also supports PIF's annual National Hard Hat campaign, which provides team-building opportunities, enhances community spirit within the workplace and raises much-needed funds for disadvantaged youth.



Supply Chain Sustainability School addresses modern slavery

The 2016 Global Slavery Index estimates that more than 45 million people are victims of modern slavery worldwide. While an estimated 4,300 people are living in conditions of modern slavery in Australia, our country influences the living conditions of a much larger number of people globally through our supply chains. In the Asia Pacific alone, an estimated 30 million people are trapped in modern slavery through human trafficking, forced labour and debt bondage, as well as other breaches of human rights. The UK Government introduced the Modern Slavery Act in 2015 which requires companies to demonstrate there are no practices associated with slavery within their own organisation and supply chains. The Australian Government will follow suit in 2018. In the meantime, the Supply Chain Sustainability School has developed a portal with dedicated resources to help property and construction companies understand the issue, and to begin to take action to identify and eradicate any instances of modern slavery in their supply chains.

Grocon takes on the big issue of homelessness

Grocon's \$40 million Greenwich Fairfield project in inner Melbourne combines sustainability, accessibility and affordability. The 5 Star Green Star-rated apartment complex complies with the Livable Housing Australia Guidelines and supports The Big Issue's Homes for Homes scheme. Buyers at Greenwich Fairfield are encouraged to sign up for Homes for Homes, by making a commitment to donate a tax deductible 0.1 per cent of their property price at the time they sell. Funds raised support the construction of new affordable and social housing.





ECONOMIC OUTCOMES

Investing in social impact activities can also deliver economic value. Rather than diluting company profits or returns to shareholders, social sustainability can enhance returns. Today, leading property companies are challenging conventional wisdom, and demonstrating how business can do well by doing good.

COST BENEFIT ANALYSIS

A systematic approach that estimates the strengths and weaknesses of alternatives, such as project investments or activities. A CBA has two main purposes, to:

- determine whether an investment decision is sound by verifying if the benefits outweigh the costs and by how much
- provide a basis for comparing projects or activities by assessing the total expected cost of each option against the total expected benefits.

A social CBA is reliant on the availability of clear and consistent social impact values.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) REPORTING

The three central factors that make up the sustainability and ethical impact of an investment in a company or business. Increasingly, investors expect companies to disclose this information through annual ESG reporting.

ETHICAL GOVERNANCE

The process, procedures, cultures and values that ensure high standards of behaviour.

LOCAL SUPPLIERS

A party that supplies goods or services within easy reach of the buyer, according to the Chartered Institute of Procurement & Supply.

RESPONSIBLE INVESTMENT

An approach to investing that aims to incorporate environmental, social and governance (ESG) factors into investment decisions to better manage risk and generate sustainable, long-term returns.

SHARED VALUE

This sits at the intersection of a social problem and a business opportunity. Helping to solve a problem creates value for the community and aligns with a company's strategy to use its scale to create long term value for stakeholders – customers, partners, shareholders, communities and their people.

SOCIAL ENTERPRISE

A business that trades to intentionally tackle social problems, improve communities, provide people access to employment and training, or help the environment, according to Social Traders.

SOCIAL IMPACT LANGUAGE

The effect an organisation's actions have on the wellbeing of the community. Social impacts are defined and measured using the following methods:

- NEEDS ANALYSIS: The process to identify and understand the needs of the community or a defined population.
- + CAPACITY BUILDING: The process an organisation uses to improve its ability to adapt and thrive.
- + INPUTS: Resources invested in a program.
- + OUTPUTS: Immediate, direct products or services from business operational activities, such as the number of people, places, finances or activities.
- + OUTCOMES: Changes in behaviours, attitude, skills or conditions from a basepoint over an intermediate to long-term time frame.
- IMPACTS: Longer-term outcomes achieved from the organisation's activities. Impacts can be positive or negative, direct or indirect, intended or unintended.

SOCIAL PROCUREMENT

The process of using purchasing power to achieve social outcomes beyond the products and services.

SOCIAL RETURN ON INVESTMENT

A framework that measures the social value created from an investment. An SROI framework seeks to improve outcomes and impacts by allocating a monetary value to social, environmental and economic costs and benefits. This enables a ratio of benefits to costs to be calculated. For example, a ratio of 3:1 indicates that an investment of \$1 delivers \$3 of social value. But SROI is not about money. Rather, money is just the common and widely-accepted unit that used to convey value.

Using a valuation methodology such as SROI relies on the availability of a "bank" of robust social impact values. The United Kingdom has a Social Value Bank and there is work underway by the Housing Alliance and the NSW Federation of Housing Associations to create a similar organisation in Australia.

SUPPLY CHAIN

In its simplest form, a supply chain is a network between a company and its suppliers that develops and distributes a specific product or service. Each company, or link, in the supply chain represents a step it takes to get the product or service to the customer. By procuring products and services with sustainability in mind, companies can achieve value for money for their own organisations and shareholders, and to society and the economy while also minimising negative impact on the environment and communities.

Lendlease helps spark a love of lifelong learning

Construction labourers and plant operators tend to possess lower levels of literacy and numeracy than other groups of the construction workforce, which is often the result of disrupted schooling and limited English language skills. This has flow-on effects on a construction site, and can influence safe work practices, productivity and efficiency, not to mention workers' future career opportunities. The Barangaroo Skills Exchange (BXS) is challenging the business-asusual model of workforce skilling in the construction industry. This 'pop up college' provides an easyaccess one-stop-shop for skills development, aggregating the training needs of many smaller contractors and providing flexible delivery around construction schedules, weather and shift work. The BSX also integrates literacy and numeracy into training as 'foundation skills'. Workers can get help with reading, writing, digital literacy or calculations in a flexible 'drop in' environment with specialised teachers on hand. Around 11,000 construction workers have gained training support through the BSX, which has since been rolled out to other construction sites. An independently-verified report found the BSX delivered \$78.5 million in socio-economic benefit to workers, government and contractors between 2013 and 2015 alone.

Vicinity Centres helps rebuild lives with social procurement

Social procurement can improve the social equity of disadvantaged members of the community, as Vicinity Centres' efforts clearly demonstrate. In the 2018 financial year, Vicinity has procured more than \$300,000 from social enterprises, supporting the employment of 30 people from disadvantaged backgrounds. For example, Vicinity contracts YMCA ReBuild to provide landscaping and maintenance services at 14 centres in Victoria, with more in the pipeline. ReBuild provides quality facility management and maintenance services, while providing support, training and employment opportunities for young people leaving the justice system. ReBuild provides the opportunity for each young person employed to learn a new skill, adapt a regular routine, receive supervised training, hold a job, and find a pathway to regular employment. The program, through support from companies like Vicinity, are helping young people to get their lives back on track. And the social dividend is significant, with risk of reoffending dropping from 50 per cent to just three per cent after young people have worked with ReBuild.

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AMP Capital leads with a new ethical investment framework

In March 2017, AMP Capital introduced a new ethical decisionmaking framework which means it may now exclude certain companies or sectors on moral or ethical grounds. Under this framework AMP Capital will no longer be investing in companies involved in the production and manufacture of tobacco products and, in some specific circumstances, companies with essential or significant involvement in the distribution and sale of tobacco products because these products are highly addictive, cannot be consumed safely and impact non-users via secondhand smoke. Cluster munitions, landmines, biological and chemical weapons manufacturers will also be excluded because their products indiscriminately kill and leave a legacy of a significant and specific danger to civilians. As a result of this policy, AMP Capital will be making the largest divestment of tobacco securities to date in Australia equalling \$440 million worth of equity and fixed income holdings. A further \$130 million will be divested from manufacturers of cluster munitions and landmines.

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VICINITY CENTRES CONTRIBUTE TO YOUTH EMPLOYMENT



186 THE GARDEN CITY 250



QIC AND TAFE QUEENSLAND DELIVER PRACTICAL RETAIL AND HOSPITALITY TRAINING

QIC kick-starts careers in retail and hospitality

QIC's Grand Central shopping centre in Toowoomba has partnered with TAFE Queensland to deliver practical, industry-relevant retail and hospitality training. Grand Central offers a subsidy to help residents of the Toowoomba region access accredited training. More than 200 students have benefited from the Grand Central subsidy since 2016, and 127 people have already gained qualifications. This partnership is helping residents of the Toowoomba region gain an edge when applying for jobs and provides pathways to exciting career opportunities in retail and hospitality.

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Property Council creates a pipeline of female talent

The research is clear: companies with gender-diverse leadership teams show greater profitability and higher levels of innovation. In 2015, the Property Council launched the Property Male Champions of Change, a group of industry leaders determined to enhance the participation and leadership opportunities for women. The Property Male Champions of Change second annual report, released in July 2017, revealed significant progress, particularly around flexible working arrangements and the number of women at senior levels. The Property Council's 500 Women in Property program asks established leaders to identify and sponsor emerging female talent in their organisations or business spheres. Meanwhile, the Girls in Property program continues to expand. Endorsed by the NSW Department of Education and supported by a range of companies, Girls in Property brought together 120 female students from four public high schools in the northern suburbs of Sydney for three days of site tours, workshops and work experience in 2017. The program, which is now being rolled out nationally, gives young girls the chance to explore career options in property and construction, and for the industry to develop a sustainable pipeline of female talent.



Charter Hall and Upswing offer co-working with a twist

Charter Hall has partnered with Upswing to provide working parents with co-sharing office space and childcare under one roof. Charter Hall trialled the Upswing concept in its Gordon shopping centre in Sydney's north. The facility offers dedicated desks with WiFi for working parents, who can be close to their children, whether six weeks or six years old. By activating vacant office space, Charter Hall and Upswing have created a dual purpose co-working hub, while supporting parents in the local community that need extra child-free time without being locked into high-cost, permanent day care.

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HOW CAN WE MEASURE THE VALUE CREATED?

Understanding the social value of our activities is mission critical. Without effective measurement and evaluation, we cannot make good business decisions, nor drive long-term social change.

While there are many different models available, including the UK's widely adopted Social Return on Investment (SROI), research undertaken in both the UK and the US have uncovered a large number of metrics and measurement methodologies but no one consistent framework for reporting social value.

Our great challenge of measuring value is that it is inherently subjective. Governments, financiers, investors, policymakers, developers, community groups and individuals often have distinct views of what creates value.

However, common social impact language and clear social impact models can help to quantify the value they are creating and to demystify how we talk about social impact measurement.

At its heart, measuring social value created involves three simple steps:

- 1. Identify the stakeholders
- 2. Define how the stakeholders experience the change
- 3. Demonstrate the change.

As our understanding of social sustainability evolves, we will get more adept at monetising social value. In some cases, this may mean undertaking a full SROI to understand the dollar value delivered. In other cases, identifying the social impact indicators to measure success may be appropriate.

In the long-term, a common set of metrics could also support greater benchmarking and could be useful for investors, governments and other stakeholders.

While no single approach has been adopted as standard for measuring social value, it is important that organisations begin assessing social impact to help evolve their social sustainability strategies, enable critical reflection, uncover areas of unmet need and add greater value to the communities they serve.

Mirvac assesses its social return on investment

To better understand how it delivers a positive community legacy, Mirvac worked with KPMG to create a framework and tool to measure the social and economic impacts of developments. Twelve months of research went into developing the first phase of the tool, and identified four key areas of focus: sense of safety, sense of community, health and wellbeing, and sense of place. The aspects that most contribute to social value were also identified, including open spaces, connectivity, facilities, art and cultural opportunities and community engagement. Mirvac plans to continue to refine its learning on social return and continue to ensure that its design choices lead to measurable positive community value.



ISPT creates a guide to placemaking

ISPT uses placemaking to connect with customers, and build stronger, happier communities. Aligned with this philosophy, ISPT has developed a guide to position placemaking at the core of its decisionmaking processes. Place First frames the principles of placemaking to ensure they are embedded within ISPT's asset and investment plans. ISPT's placemaking approach considers five Ps: Physical environment, Planet, Product, Program and People. The roles and responsibilities of key internal stakeholders are articulated and mapped out, and a toolkit of resources enables project teams to assess opportunities in both retail and commercial properties. A checklist can help teams score and rank the extent to which the elements of placemaking have been implemented, which can then be used for benchmarking across the portfolio.

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"The Australian property industry is a proven rapid adopter of best practice in environmental sustainability. Our next challenge is to benchmark our social sustainability initiatives. This will incentivise the industry to make ever more meaningful contributions to society."

BRUCE PRECIOUS,

NATIONAL MANAGER - SUSTAINABILITY & PROPERTY SERVICES, THE GPT GROUP

"Measuring the social value created by the property industry will ensure we gain stronger support in the future for projects that leave a positive lasting legacy for the community."

LENDLEASE

"An open-source framework for benchmarking social sustainability initiatives will normalise best practice and leverage the resources of leading companies for all to use. It's undoubtedly the next step on our sustainability journey."

DAVINA ROONEY. **GENERAL MANAGER - SUSTAINABILITY AND CORPORATE PROCUREMENT, STOCKLAND**

"Mirvac is acutely aware that our work can transform communities. We are focused on making sure our impact leaves a positive legacy and leverages what we're good at to make a difference. We are now beginning to refine our work on a formal measure of this legacy, through social return on investment studies."

SARAH CLARKE. **GROUP GENERAL MANAGER - SUSTAINABILITY AND REPUTATION, MIRVAC**

NEXT STEPS

In a rapidly-evolving space, this document is a conversation starter rather than a definitive roadmap, and the first of many resources required to expand the industry's knowledge and capacity in the social sustainability space.

We hope the case studies and examples presented will inspire other companies to start their own social sustainability journeys, or to begin sharing their ideas and learnings with their industry colleagues. An open source platform to enable this is currently in development.

With significant gaps in the measurement of social sustainability, our next project is to develop a collective approach to social indicators in key areas. We will be seeking community partners to examine these issues as the project takes shape over 2018.

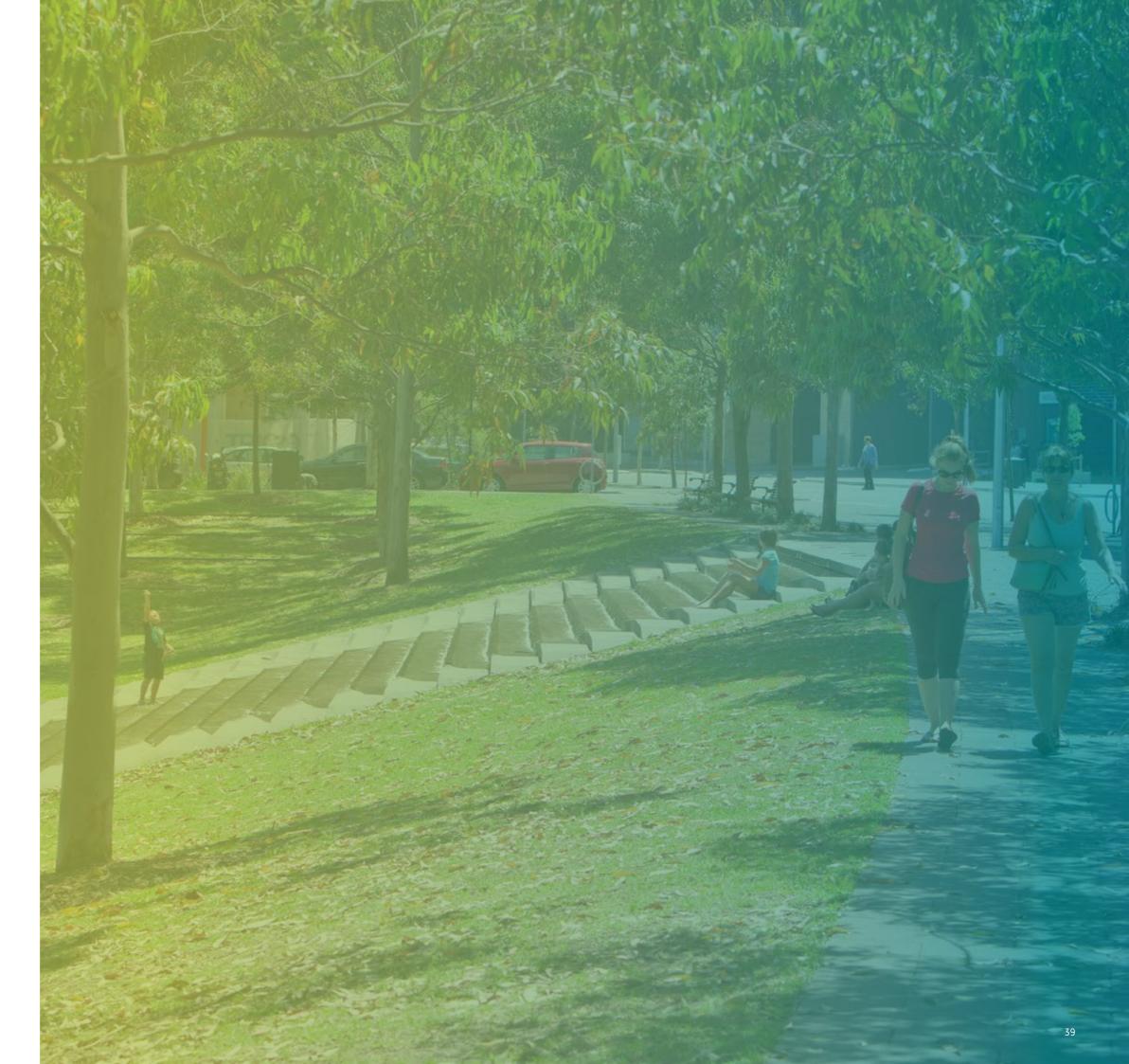
In the meantime, to get involved or share your ideas, please contact

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A COMMON LANGUAGE FOR social sustainability

